

Specifications for Preparation of Letters for the 2020 Certified Mailing

The following specifications detail required vendor activity during the Department of Humans Services (DHS) Child Support Division 2020 License Revocation Process certified mailing job.

Specifications:

The vendor will process certified mailing per following specifications. Failure to perform timely and in accordance with these instructions will result in forfeiture of the right to payment.

Certified mailing is to be run in two batches of up to 25,000 notices per each mailing batch. Materials will be provided to vendor within the following time frames:

1. Materials provided February 17, 2020, due not later than March 16, 2020.
2. Materials provided August 17, 2020, due no later than September 7, 2020.

Vendor is expected to complete the certified mail portion within two (2) weeks [ten (10) working days] of pick-up of collated and stuffed envelopes from State Postal Services, but in no case shall the vendor exceed the limits of the stated time lines:

1 – Vendor will hand apply (3) address labels. The first label will be placed on sender section of the certified mail green card, the second address label to be placed in the address section of the certified green card. The third address label will be affixed to the certified mail receipt. Vendor will be required to print the address labels from an Excel file that has been burned onto a CD and provided by DHS systems. Appropriate size of green card's address areas is 1 ½ "x 2 5/8".

The address label of the non-custodial parent is to have member # and case # across the top of the label on the green card. Vendor is responsible for assuring that member # and case # on the address labels correctly match the specified non-custodial parent whose name appears in the window of the envelope. Case # and member # must be clear and of sufficient size to be easily readable. (9 pt Arial font – ALL CAPS is specified).

Central office address is on the other side of the green card. It will be the responsibility of the vendor to verify that the placement of all labels meets U. S. Postal Services specification guidelines.

2 – Vendor will run test labels for the certified mailing job and submit copies of these test labels to DHS for approval prior to running the labels that are to be affixed to the certified green cards.

3 – Vendor to be responsible for picking up materials, (blank mailing labels, and CD-ROM) from DHS Child Support Centralized Services representative, John M. Jarrett, at DHS – James K Polk Building, 16th floor, 505 Deaderick Street Nashville, TN 37243-3028.

4 – Vendor to be responsible for picking up certified mailing labels and a copy of postal regulations from U.S. Postal Services. **The vendor will be responsible for meeting all postal regulations regarding all aspects of this project.**

5 – State Postal Services is responsible for the folding (in a tri-fold fashion) and insertion of the mail material, which will consist of three (3) pages, size 8 ½” X 11”, to be folded and inserted into a double wide No. 10 envelope (material and envelope to be provided by DHS). The first page will contain an address specific to the individual and page 2 only will be generic to every customer. Page 3 is case specific to page 1 must be correct. DHS will supply the material as three separate pieces. The 3 pages are printed on both the front and the back.

6 – Vendor will pick up the stuffed and collated envelopes from State Postal Services.

7 – Vendor will hand apply the addressed green certified card to the back of the double window envelopes. The vendor is responsible for assuring the name, case # and member # in the window matches the name on the certified mailing card. Vendor is responsible for assuring that the green certified mailing card is properly filled out prior to affixing the card to the envelope.

8 – Vendor will hand apply the addressed certified mail receipt to the top front of the envelopes. The vendor is responsible for assuring that the placement of the certified mailing label adheres to U.S. Postal Services regulations.

9 – Vendor will hand tear off and bundle certified receipts. Vendor is responsible for assuring that the certified mail receipt is torn off at the perforation and that these receipts are bundled and returned to DHS Child Support Centralized Services representative, John M. Jarrett, at the James K. Building, 16th floor, 505 Deaderick Street Nashville, TN 37243-3028.

10 – Vendor is responsible for transporting the completed job back to the division of General Services State Postal Services for mailing.

The division of general services’ postal services division will be responsible for all metering of the mail pieces.

The vendor will also be responsible for returning any extra envelopes, mailing labels, and CD-ROM to DHS representative John M. Jarrett.

11 - Vendor must immediately notify DHS Child Support Centralized Services contact person, John M. Jarrett @ 615/253-3694 of any delays and or problems encountered.